



REQUEST FOR ASSISTANCE (RFA) FORM INTAKE INTERVIEW LOG

<u>Date:</u> 3/10/2017	<u>Interviewer:</u> Sue Guenter-Schlesinger (SGS)	RFA #17 – 14
<u>Name of Person(s) Requesting Assistance:</u> [REDACTED]		
<u>Contact Numbers (telephone, e-mail, etc.):</u> [REDACTED] or cell [REDACTED]		
<u>Status of Person(s) Interviewed (title, position, student status, etc.):</u> WWU student		
<u>Requested Assistance Pertaining To (name, position, policy, project, etc.):</u> Concerns regarding changes to healthcare coverage for international students		

To the best of your knowledge, please fill out the following:

Interviewee Status: Male ☐ Female ☒ Administrator ☐ Faculty ☐ Staff ☐ Student ☒
 Concern Regarding: Male ☐ Female ☐ Administrator ☐ Faculty ☐ Staff ☐ Student ☐

Category: *(Please check at least one)*

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|--|---|---|-------------------------------------|--|
| <input type="checkbox"/> Age | <input type="checkbox"/> Color | <input type="checkbox"/> Creed | <input type="checkbox"/> Disability | <input type="checkbox"/> Veteran Status |
| <input type="checkbox"/> Marital Status | <input checked="" type="checkbox"/> National Origin | <input type="checkbox"/> Race | <input type="checkbox"/> Religion | <input type="checkbox"/> Retaliation |
| <input type="checkbox"/> Sex/Gender | <input type="checkbox"/> Sexual Harassment | <input type="checkbox"/> Sexual Orientation | <input type="checkbox"/> Employment | <input type="checkbox"/> Genetic Information |
| <input type="checkbox"/> Gender Identity or Expression | | | | |

Time Line		
Date	Item	Comments
3/10/17	[REDACTED] email to SGS	See email in file.
3/13/17	SGS email to [REDACTED]	See email in file.
3/21/17	SGS called [REDACTED] and left voicemail	
3/27/17	Lynae t/c with [REDACTED]	[REDACTED] called for SGS while SGS was on leave. Lynae called [REDACTED] to let her know that SGS would be back in the office on 3/28 and to find a time for them to meet.
3/30/17	MC meets with [REDACTED] at EOO	[REDACTED] shares that Lewermark, the company that provides health insurance for Western's international students, has exercised an exemption under the ACA for international students. Under the exemption, international students no longer receive unlimited annual maximum benefits; they receive a \$500,000 annual maximum benefit instead. In addition, the new plan limits their coverage for pre-existing conditions to \$2500 for the first 6 months and then they receive full benefits, unlike the original plan which did not contain stipulations for pre- existing conditions. [REDACTED] believes this is discriminatory toward international students and would like a remedy. MC explains the

		Discrimination Complaint Procedure to [REDACTED] including differences between the informal and formal process. [REDACTED] indicates that she desires to move forward informally for now. MC also discusses the Office's limits on confidentiality (including the Public Records Act) and the prohibition against retaliation, as well as resources and reporting options. MC shares that this doesn't appear to be illegal discrimination and that the law seemingly permits this. MC tells [REDACTED] that he will need to gather more information and talk to the AG's office to see if there are any possible options to address the difference in insurance plans and if this could possibly be illegal discrimination. MC says that he will look into matters and follow up with [REDACTED].
3/31/17	MC sends Kerena an email and a voicemail to set up a time to talk about [REDACTED] concerns	Kerena is not available but recommends that MC contact Paul Mueller to discuss health insurance plan services
3/31/17	MC leaves Paul a message on his office phone	
4/3/17	Paul sends MC an email with a description of the new plans for international students	
4/4/17	MC sends Kerena an email to schedule a time to talk to her about international plan. Rob is out of the office.	
4/4/17	MC sends an email to [REDACTED] to let her know that he is waiting to meet with the AG's office and he will contact her afterwards	
4/4/17	[REDACTED] acknowledges receipt of email	
4/4/17	Kerena asks if MC can wait until next week to meet because Rob is out of the office	
4/4/17	MC emails [REDACTED] and lets her know that Rob is out of the office until next week	
4/5/17	MC and Rob Olson schedule to meet on	

	4-11-17 to discuss matter	
4/6/17	████ sends MC an email	████ says she received a new email reaffirming the decision to keep international students insurance below ACA
4/11/17	MC meets with Rob Olson	MC discusses █████ concerns with Rob.
4/17/17	MC leaves a voicemail for █████	MC explains that he has some follow up questions for █████.
4/18/19	████ leaves a voicemail for MC	
4/19/17	MC talks to █████ via phone	MC has some questions about the Wells Fargo health plan that was offered to █████. █████ doesn't know the answers to MC's questions. MC lets █████ know that he plans on calling Richard Bruce to get more information about the plans.
4/26/17	Hailey schedules a phone meeting with Richard Bruce on MC's behalf.	
4/27/17	MC and Richard have a phone conversation	Richard indicates that the Wells Fargo plan is available to all international students and that they have the option of enrolling in the Lowermark plan or the Wells Fargo Plan. Since █████ is a graduate assistant, the university will pay for her health coverage, including the Wells Fargo Plan if necessary.
4/27/17	MC leaves a voicemail for Paul Mueller	
4/27/17	Paul leaves a voicemail for MC	
4/27/17	MC calls Paul back	Paul confirms that the ACA legally allows for exemptions to be implemented for international students. Paul also confirms that international students are allowed to purchase the Wells Fargo plan if the Lowermark plan doesn't fit their needs.
4/28/17	MC calls Paul and Paul indicates that stakeholders will consider full ACA benefits for next year's health plan for international students	
4/28/17	MC calls █████	MC explains that the ACA permits the health plans for international students to be different and that this doesn't constitute illegal discrimination. MC explains that he consulted with the Attorney General, Risk Management and Richard Bruce. █████ thanks MC for his efforts but indicates that she feels Western has a moral obligation to ensure that international students receive the same benefits as non-international students. MC explains that the directors are considering full ACA benefits for next year health plan for international students and reminds █████ that she can also contact external agencies such as DOE and OCR.

